

## LIMITED WARRANTY FOR WOOD DOORS

ROHDEN PORTAS E PAINÉIS LTDA and ROHDEN ARTEFATOS DE MADEIRA LTDA. warrants all doors for five years from the date of shipment to be of good material and workmanship, and free of defects that would render the doors unserviceable or unfit for the ordinary recommended use. The warranty is limited to the original buyer.

Manufacturing defects include warpage exceeding ¼" in the plane of the door, splitting of stiles and rails, and delamination of veneer. Warp tolerance is any distortion in the door itself and does not refer to the relationship of the door to the frame or jambs in which it is hung. The term "warp" shall include bow, cup and twist. The warranty does not extend to any other product but the door itself.

All doors must be finished and maintained in the strictest conformity with the installation and finishing instructions as provided in the "Important Instructions to Protect Your Interior Door." If determined by our representative that the required storage and finishing procedures of products were not properly accomplished, it will void the warranty.

If warranted doors are found to contain defects as stated above, the manufacturer may, at its option:

- 1) Repair the door without charge;
- 2) Replace the door without charge;
- 3) Refund the price paid to it for the door.

In no case shall Rohden pay for the cost of labor, installation or finishing of the original or replacement door or for any cost related to the replacement of the door.

Action on any claim for warp may be deferred, at the option of the manufacturer, for a period not exceeding 12 months from the date of claim. If a door has been installed prior to such claim being made, the door must remain hung in the original installation during the period of deferment to permit conditioning to humidity and temperature.

The manufacturer will not be liable for any door repaired or replaced without its prior written consent.

Warranty does not cover the following items:

- 1) Damage caused by failure to comply with the IMPORTANT INSTRUCTION FOR PROTECT YOUR INTERNAL DOOR;
- 2) Failure to seal all 6 sides of the door, including any cut outs of door;
- 3) Abuse or misuse of door;
- 4) Doors that are improperly hung or do not swing freely;
- 5) Natural variation in the color or texture of the veneer;
- 6) Labor to replace and refinishing defective doors.

## IMPORTANT INSTRUCTION FOR PROTECT YOUR INTERNAL DOOR

- 1) **Introduction** -Timber is a natural grown product and as such is subject to changes due to variations in humidity and temperature resulting in minor swelling and shrinking. This is not a defect but a natural characteristic of timber. Warp in the plane of the door will only be considered a defect if it exceeds 1/4 inch when measured as deviation from a straight edge on the suspected concave surface of the door in its installed position.
- 2) **Storage** -This door must be stored in a dry and flat location. Don't remove packaging (plastic bag) until the door is to be fitted.
- 3) **Precautions** -This door is not recommended for installation in any new build or freshly plastered location. All plaster, texture or cement must be completely dry to avoid excessive moisture penetration otherwise swelling, splitting, or warping may occur. It is essential that door should be sealed with a suitable base sealer on both faces and four edges and any cutouts (locks, etc.) immediately, as It is of utmost importance that door slab be completely sealed. Moisture in the air can easily penetrate exposed wood, causing swelling, splitting or warping. Before hanging allow time for the door to adapt to the general humidity of the area in which it is to be installed.
- 4) **Hanging** - Prior to hanging inspect doors for any damage and do not proceed to fit door if any noticeable damage or defect is evident. If this door is to be reduced in size, an equal amount of timber (maximum 1/8" each side) and / or 1" from bottom rail. Again all surfaces must be properly sealed immediately following cutting/planning. Locks should not be fitted at the rail joint as this will result in a weakening of the joint. Therefore mortise lock cavity should be kept to a minimum size and sited away from rail joint.
- 5) **Finishing** – On *clear pine door slabs*, it is mandatory a wood sealant, a primer coat, one sanding with #220 grit (or finer), two or more coats of top coating with repeated sanding between coats to meet the finish required. In addition, prior you treat this door, read the lacquer/paint manufacturer instructions. If you do not feel comfortable in proceeding with the job, we recommend hiring/consulting a technician. *Factory ready primed door slabs* require at least a top coat of final paint.
  - a) "Water based stain finishes are not suitable for these doors."
- 6) **Maintenance** – Regular Maintenance of this door should be made to prevent breakdown of paint film and protect the timber from deterioration.

**Conditions of Sale**

- a) The manufacturer / supplier will not be held responsible for any incidental work or expenses as a result of bad handling or incorrect fitting / finishing.
- b) The manufacturer is not responsible for any finishing, priming, painting etc.
- c) No claim will be entered into if the door has been worked upon in any manner that affects its structure.
- d) No claim will be entered into if the door has not been correctly installed / sealed in accordance with instructions above. All doors must be properly sealed on all six surfaces and any cut outs.
- e) The conditions under which this door is stored, installed and sealed are beyond the manufacturer control and therefore we cannot accept responsibility for or guarantee against shrinkage, warping or splitting without inspection and statement from a person indicated by us.
- f) We strongly advise against use in following locations:
  - a. Recently plastered dwellings;
  - b. In dwellings where concrete floors have recently been laid;
  - c. In new build situations where central heating is used to accelerate the drying out process;

Should this door be used in one or more of above locations we cannot accept any responsibility whatsoever for problems arising.